



Mr. Rajnikant Barejiya (Sr.Service Engineer)

SUMMARY

B. E - Automobile with more than 5 years of work experience in Service Sector in Automobile different segment.

- Technical-minded, adaptable professional with a proven experience in servicing vehicles of different sizes along with deep knowledge of using diagnostic tools used in determining and fixing mechanical problems. Exceptional customer service skills aimed at providing the best in auto mechanical services and ensuring recurring business. Expert in fixing computer related faults.
- Possess a good knowledge of the automobile sales, Dealer development and effective relations with customers.

Personal Details

Address

Near Gota Circle –
Ahmedabad - 382481

Contact No.

+91-73599-99904

Email id

rajnikant.4788@gmail.com

DOB

7th February, 1991

Nationality & Passport

No. - L 1876207

Indian

Marital Status

Single

Languages Known

English, Hindi, Gujarati

Hobbies

Playing, Reading, Traveling

Areas of Interest

Automotive Vehicles,
Production and
Maintenance in automotive
field, Technical, Warranty,
PDI, Service, Sales
Support, Marketing, After
Sales, Finance etc

ACADEMIA

Education	School/College	Board/ University	% of marks/ Grade		Year of passing
B.E. (AUTOMOBILE)	Government Engineering College, Rajkot	Gujarat Technological University	CGPA	7.80	2013
			Sem VIII	8.60	2013
			Sem VII	8.12	2012
			Sem VI	7.59	2012
			Sem V	6.87	2011
HSC	Krishna Science School Rajkot	G.S.H.E.B.	67.33%-First Class		2009
SSC	Shree Vivekanand Vinay Mandir Jasdan	G.S.E.B.	78.62%-Distinction		2007

PROJECTS UNDERTOOK AND INTERNSHIP

PROJECT – 1

TITLE - “Study Report on the Automobile Car Engine Overheating”

ORGANIZATION - Auto mark Motors Pvt. Ltd, Rajkot
Dealer of Volkswagen Car, Apprentice (6 Month)

PROJECT – 2

TITLE - “Study Report on How to Diagnosis of the Car Electric System”

ORGANIZATION - Atul Motors Pvt. Ltd, Rajkot
Dealer of Maruti Suzuki Car, Apprentice (6 Month)

WORK EXPERIENCE

ACE Limited- Faridabad (Haryana) Tractor Division

Designation -Sr.Product Support Engineer, Ahmedabad-Gujarat (Regional office)

Joining Date -May-2016 to still working.....

❖ Profile:-

Ace Ltd Is India's Leading Manufacturer Of Cranes - Pick & Move Cranes , Lorry
Loader Cranes , Tower Cranes , Truck Mounted Cranes, Crawler Cranes, Knuckle Boom Cranes; Forklift;



Loader - Backhoe Loaders, Skid Steer Loaders; Agri Equipment - Tractors , Rotavators, Combines Balers, Rice Planters ; Road Equipment - Compactors, Graders & Rollers

❖ **Responsibilities:-**

Customer Satisfaction -

- Ensuring trained manpower at the dealership by providing training support and sending mechanics to the training center for recommended trainings.
- Ensuring timely delivery as per prescribed processes by ensuring availability of parts, trained manpower and with proper estimation of cost and time frame.
- Assisting the dealers in conducting the service campaigns. Customer meets as per the requirement and potential in the territory.
- Audit the service processes to ensure compliance. Adoption and implementation of new technologies to facilitate faster turn around and good customer experience.
- Continuous monitoring of customer satisfaction through post service feedback and taking necessary actions.

Dealer Profitability -

- Ensuring turnaround within the stipulated time and making them faster by improving the processes.
- Generating increased vehicle inflow at the dealership various service marketing activities like service campaigns, free greasing etc.
- Identifying sales opportunities through market research. Effectively search for prospective clients, generate after sales business and make cold calls.
- Floating schemes to increase paid service revenue at the dealership like discount coupons, Dealer-Labour AMC etc. Product awareness through different activities.
- Augmenting the accidental business turnover through initiatives like cashless insurance tie-ups, parts Support etc.
- Follow-up on warranty, warranty claim settlement and AMC repairs and ensuring all processes are followed w.r.t. vehicle repairs and payments.
- Achieving sales targets through acquisition of new clients and growing business from existing clients(BDRC) Manage end-to-end client relationship including demos, negotiation, quotation, invoicing, payment follow-up and upselling new products.
- Conducting Workshop Assessment Report (WAR) to improve the process and infrastructure at the dealership.

Product Focus -

- Conducting Pre-Delivery Inspection (PDI) audit at the dealership/Regional Stockyard to ascertain consistency and Trouble free product. Training the manpower on PDI & Installation processes.
- Interacting with plant regarding specific product issues, pre- delivery complaints etc.
- Regular interaction with plants for continuous improvement in products providing feedback on benchmarking activity with the competition product.
- Follow-up on existing complaints with the plants, which are reported through Complaint Investigation Report
- Ensuring the special tools availability and training the manpower on its use.
- Continuous monitoring of the performance of new products to provide feedback to the manufacturing team
- Supporting product sales teams with product trials.

Highlights:-

- Appointed about 2 new dealers and Installation of Dealers & Implementation of Systems related to Sales & after Sales Service, Promotional Activities etc. (Baroda, Kathlal)
- Monitoring Customer meets, Mechanic meets, Demonstrations, Free service Camps etc...And appointment of Mechanic.
- Add new stockiest at Surendranagar with modern style for defects free delivery to Dealer (1 Crore business/month)

❖ **Training:-**

- **Action Construction Equipment Limited, Faridabad**
R&D & Training center – Ballabhgdh
 - Product & Summer Training

White Wagon Pvt. Ltd.- Rajkot

Designation: - Sr. Service Engineer (Gujarat Territory)

Joining Date: -May-2015 to May-2016



❖ **Responsibilities:-**

- Warranty claims [manuals & online] & Documentation, Dispatch, Documentation.
- Warranty processes, goodwill process, Pre-Delivery Inspection etc.
- Supply cost of parts information on repair orders. Update inventory control system and parts catalogue.
- Notify service personnel when special parts or back-ordered parts are received.
- Spare Parts sales, After sales Support, After sales target achieve.
- Accessories, Retro fitment, demonstrating vehicles to customers, including taking them for drives.
- Pre-Delivery Inspection (PDI), Technical service monitoring district wise.
- Recommend related Parts and Accessories, which may be required for a job. Assist in keeping parts department clean and orderly and maintain according to parts number. Record all sales and service customer transactions that occur. Daily update & maintain service complain sheet.
- Assist service technicians in determining parts & accessories requirements for individual jobs
- Provide service technicians with parts as required; Assist with Parts Manager in merchandising displays.

Benchmark Cars Pvt. Ltd. (Landmark Group) - Rajkot (Dealer of Mercedes Benz Passenger Cars)



Mercedes-Benz
The best or nothing.

Designation - Automotive Service Technician

Joining Date - August-2013 to April-2015

❖ **Profile:-**

1st no. dealer in Indian / Gujarat in Automobile Industries, smoothly handle more than 70 dealership across India with luxury brand like as Mercedes Benz, Jeep, Volkswagen, Honda, Ashok Leyland etc.

❖ **Responsibilities:-**

- Gather Customer complaint and verify proper inspection and digital diagnostic on a star diagnosis.
- Communicate clearly to the client about the diagnosed problems and the adjustment or repair work to store it.
- Complete job order and update with information on parts replace to endure proper billing.
- Adjust Test, and repair engines, steering system, Braking system, Drive train, Vehicle suspension, electric system, wheel re-alignment, wheel balancing.
- Operate and maintain special tools, machinery and computerized system used in the maintenance and repair of the equipment.
- Pre-Delivery Inspection (PDI), CSI improvement.
- Electronics Diagnosis, Mechanical Diagnosis, Repairing, Warranty Parts replaced as per standard.
- Body Paint Parts Accidental Damage Analysis, Estimate, Vehicle Scanning, Automobile Component Testing, Software Analysis and Updating.

❖ **Training:-**

- **Benchmark Cars Pvt. Ltd., Ahmedabad, (Dealer of Mercedes Benz Passenger cars)**
- **Mercedes Benz Online Global Training**
 - ❖ **CBT** Computer Based Training
 - ❖ **E-Learning** e-Learning provides you with the latest knowledge From the fields of Sales, After-sales, Management etc.
 - ❖ **AKUBIS** Automobile customer-oriented broadcast information system. The worldwide TV training medium.

EXPERTISE SUMMARY

- WIS- Workshop Information System, MS Office
- EPC- Electronics Parts Catalogue ,Mercedes Star Diagnosis,
- Tips, e-dealer, ASRA(Mercedes Benz)
- ERP
- Oracle

CORE STRENGTHS

❖ Functional Competencies

Product Management: Product development through market survey, testing, distribution and pre & post launch promotions for new products. Understanding of essential automotive product terms.

Relationship Management (Internal/ External): Maximum Customer Satisfaction by providing timely clarification of queries.

Distributor/Channel Management: Evaluate performance & monitor distributor activities for deeper market penetration and assist the channel partners to meet their business targets and achieve profitable ROI.

Customer Service Operations: Managing customer service operations for achieving quality services.

Providing value added customer services by attending customer queries and issues.

❖ Leadership Competencies

- ✓ Planning and forecasting service load daily / Monthly assignment to team member as per their ability with effective communication and better understanding to the situation and task.
- ✓ Development and guiding the team as well as distributor's persons.
- ✓ Identifying the necessity of different training for team and other off role members.
- ✓ Provide open space to deliver the ideas and opinion from team for success on given task.
- ✓ Ability to work in a fast-paced environment, Adapt to new environment rapidly, Quick learner.

All the information given above is authentic but I will be glad to provide further more information if required.

Place

Ahmedabad (Gujarat)

Your Faithfully

Rajnikant Barejiya